EPO Emergency DAT Updates

Abstract: This document contains step on how to check to verify the creation of the Emergency DAT Update task, how to create the Emergency DAT Update task, and what to do in case you are told to update the DAT files as soon as possible because of a potential virus outbreak. Your KETS Engineer will notify you of any virus outbreaks that need the Emergency DAT Task ran. This task can also be run at your own discretion, however it can create a tremendous amount of network activity when it is performed.

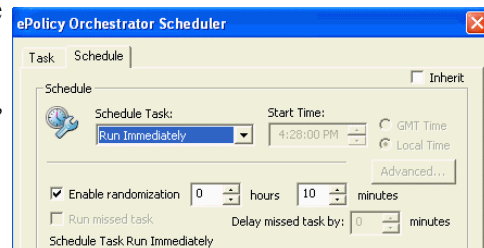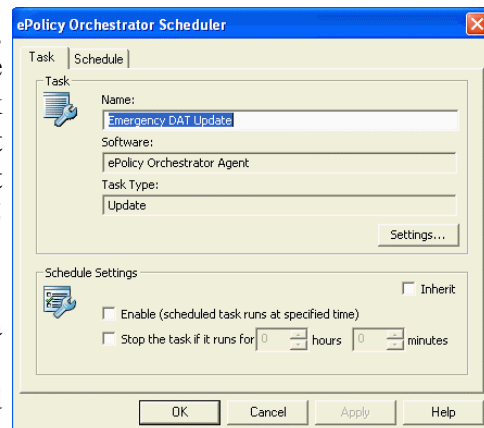## *Creating the Emergency DAT Update Task*

1. Log into the EPO Server using the Remote Management Console
2. Click on "Directory"
3. In the "Directory" window, click on the "Tasks" tab
4. Right click in the "Tasks" white area and select "Schedule Task"
5. In the "Schedule Task" window, under the "New Task Name" field, enter "Emergency DAT Update"
6. In the list, click on "ePolicy Orchestrator Agent – Update"
7. Click "OK"
8. Double-click the "Emergency DAT Update" task
9. In the "ePolicy Orchestrator Scheduler" window, under the "Schedule Settings" section, do the following:
    a. Uncheck "Inherit"
    b. Leave "Enable" **unchecked**
10. Click on the "Schedule" tab, do the following:
    a. Uncheck "Inherit"
    b. Set "Schedule Task" to "Run Immediately"
    c. Check "Enable randomization"
    d. Set "Enable randomization" to "0 hour" and "10 minutes"
    e. Click "OK"

Validating the Creation of the Emergency DAT Task

1. Log into the EPO Server using the Remote Management Console
2. In the EPO Remote Management Console, click on "Directory"
3. Click on the "Tasks" tab to the right
4. Check to make sure that the "Emergency DAT Update" task is listed, if not, go to "Creating the Emergency DAT Update Task" on the next page
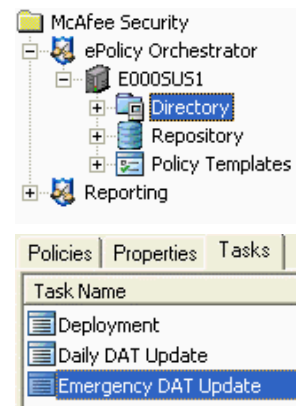
5. If the "Emergency DAT Update" tasks exists, double click on "Emergency DAT Update" in the list
6. At the "ePolicy Orchestrator Scheduler" screen, click on the "Task" tab (it should open to this screen by default)
7. Under "Schedule Settings" at the bottom, check to make sure that the following are done (the reason is that we disable this task until it is needed to run so that we do not have every EPO client running this task at each policy interval which is every 5 minutes):
     a. Inherit: Unchecked
     b. Enable (scheduled tasks runs at a specified time): Unchecked
     c. Stop if the task runs for: Unchecked
8. Click on the "Schedule" tab
9. Check to make sure that "Inherit" is unchecked
10. Under "Schedule", the following should be set:
     a. Schedule Task: "Run Immediately"
   b. Enable randomization: "0 hours" and "10 minutes"
11. Click "OK"

Running the Emergency DAT Update Task

Note: You KETS Engineer will communicate when an Emergency DAT Update needs to be run. This will usually be before or during a virus outbreak.

Enabling the Emergency DAT Update Task

1. Log into the EPO Server using the Remote Management Console
2. In the EPO Remote Management Console, click on "Directory"
3. Click on the "Tasks" tab to the right
4. Double click on "Emergency DAT Update"
5. Click on the "Task" tab
6. Under "Schedule Settings", check "Enable (scheduled task runs at specified time)"
7. Click "OK"
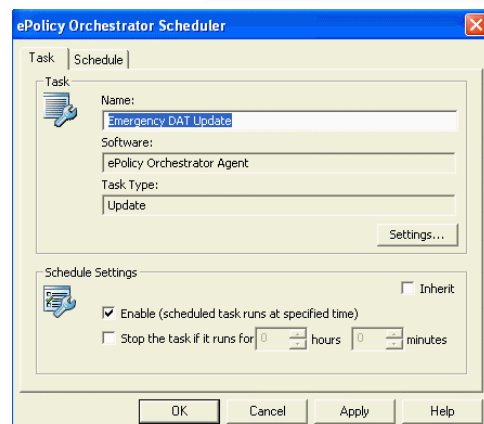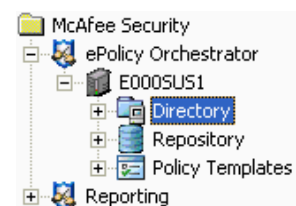
Sending an Agent Wakeup Call
Note: This will have every EPO client report to the EPO Server within 5 minutes (the randomization period helps keep your network from getting flooded with all the requests at once). The EPO clients should download the change in the Emergency DAT Update task and run the task within 10 minutes. Please allow about 20-30 minutes for everything to complete. If it feels like the Emergency DAT Update task has not run, then run another Agent Wakeup Call to make sure that the policy has been pushed to the EPO clients.

1. Log into the EPO Server using the Remote Management Console
2. Double click on "Directory"
3. Right click the District Site
4. Click on "Agent Wakeup Call…"
5. At the "Agent Wakeup Call" screen, set the following options:
    a. Under "Level"
        i. Click on "Current selection and all children
    b. Under "Type"
        i. Click on "Send Agent wakeup call"
    c. Under "Randomization"
        i. Set "Agent randomization" to "5 minutes"
    d. Under "Options"
        i. Check "Get full product properties"
    e. Click "OK"